

Performance Standards

ELEMENTS	PERFORMANCE MEASURES		
		Standards for "Meets Performance Measures" 1. Check all measures for which the employee will be rated. 2. Add additional measures after the bullets, if needed. 3. Define a measure further on the "As evidenced by" line, if needed.	
[1] Individual Work <i>Works to accomplish tasks or provide services effectively and efficiently in support of the Agency's mission. Strives for excellence.</i>	<p>[x] Leadership (<i>Examples may include:</i>):</p> <ul style="list-style-type: none"> Plans work toward set goals/results. Communicates clearly and effectively orally. Uses effective judgment and conduct in the performance of responsibilities. Devises effective solutions to problems and appropriate procedures for accomplishing objectives. <p>[x] Manner of Performance (<i>Examples may include:</i>):</p> <ul style="list-style-type: none"> Work products are clear and well-organized. Communicates clearly and effectively in writing. Completes work within established deadlines. Works independently with little need for supervision or help. Follows management procedures, directives, regulations, or technical orders. <p>[x] Communication (<i>Examples may include:</i>):</p> <ul style="list-style-type: none"> Seeks other opinions, as appropriate, to produce balanced work product. Keeps supervisor apprised of changes, progress, and barriers to progress. Undertakes difficult assignments with a professional attitude. Adjusts positively to changes in workload and priorities. 		
[2] Technical Competency <i>Knowledge skills and abilities.</i>	<p>[x] Technical Competency (<i>Examples may include:</i>):</p> <ul style="list-style-type: none"> Demonstrates technical competency/expertise in area of responsibility. Demonstrates quality and accountability in the majority of work activities. Keeps abreast of current developments within area of responsibility. Requires minimal supervision. Displays understanding of how job relates to others within area. 		

<p>[3] Teamwork</p> <p><i>Works with others either in formal teams or ad hoc groups to accomplish tasks or provide services effectively and efficiently.</i></p>	<p>[x] Cooperation (<i>Examples may include:</i>):</p> <ul style="list-style-type: none"> • Works well with other Agency groups and organizations for the success of the group or organization. • Works with others in developing and implementing solutions to problems. • Assists others to meet objectives. • Maintains effective working relationships with team members. • Actively participates in team efforts. <p>[x] Leadership (<i>Examples may include:</i>):</p> <ul style="list-style-type: none"> • Leads or follows, as necessary, within the team. • Takes initiative to arbitrate and resolve disagreements if they arise. <p>[x] Commitment to Team Effort (<i>Examples may include:</i>):</p> <ul style="list-style-type: none"> • Shares information willingly. • Shares credit, recognition, and visibility with others. • Supports and promotes team decisions and initiatives. 	
<p>[4] Innovation</p> <p><i>Takes risks and seeks creative approaches in completion of work. Influences others by ideas or example.</i></p>	<p>[x] Risk taking, Initiative, and Innovation (<i>Examples may include:</i>):</p> <ul style="list-style-type: none"> • Shows initiative in starting, carrying out, and completing tasks. • Seeks alternative solutions and creative approaches to problem solving. • Takes necessary and appropriate risks. • Takes into consideration new ideas and differing professional opinions. • Treats change as an opportunity for growth and mistakes as learning opportunities. <p>[x] Leadership (<i>Examples may include:</i>):</p> <ul style="list-style-type: none"> • Exhibits collegiality. Works well with other Agency groups and organizations for the success of the Agency's mission and goals. • Supports division, center/office, and Agency goals. • Demonstrates integrity and professionalism. • Leads by example. Acts as a role model for providing quality service. 	
<p>[5] Customer Service <i>(Customers as defined by the employee's supervisor)</i></p> <p><i>Provides professional and responsive service within mutually agreed upon time frames.</i></p>	<p>[x] Customer Service (<i>Examples may include:</i>):</p> <ul style="list-style-type: none"> • Delivers high quality products/services to internal/external customers. • Stays focused on customer needs through effective communication. • Projects positive attitude. • Treats everyone with courtesy and respect. • Honors commitments and agreed upon deadlines. 	

[6] Specific Task or Goal	<Include specific rotation objectives here>		
[7] Specific Task or Goal	<Include specific rotation objectives here>		
[8] Specific Task or Goal	<Include specific rotation objectives here>		
[9] Specific Task or Goal	<Include specific rotation objectives here>		

